

## **Patron Conduct**

### **Purpose**

Recognizing the need to maintain a conducive environment for studying, reading, browsing and general use of library resources, the Robbins Library Board of Trustees has established the following rules of conduct to ensure the safety of library users, personnel and materials. It is important that each library user share responsibility with staff for making the library a secure and welcoming place for all. Please refer to the Children's Safety Policy for specifics pertaining to children's spaces at the Robbins and Fox Branch libraries.

### **Policy**

1. Many patrons use the library as a place for quiet study. Patrons should respect the rights of others and not engage in loud conversations or noisy activities.
2. No using or preparing to use tobacco products including, but not limited to, cigarettes, pipes, smokeless tobacco, other tobacco products and electronic cigarettes/vaping devices, or any other product packaged for smoking or the simulation of smoking. No person shall smoke in the area within 15 feet of an entranceway accessible to the public at any municipal building, childcare facility or health care institution, except that this shall not apply to a smoker transiting through such fifteen foot area (per Town Regulations Prohibiting Smoking in Workplaces and Public Places).
3. No use of alcohol or controlled substances. No food or beverages are permitted near library devices. All beverages must be in covered containers.
4. No person shall threaten the safety or rights of another person while on library premises by violent/disorderly behavior or by abusive/obscene language.
5. No person shall interfere with another's right to use the library or interfere with the library staff's performance of their duties.
6. Verbally or physically harassing any staff member or patron is forbidden. If you have a concern about a policy or procedure, or about another patron's behavior, please speak with a staff member. (Harassment is defined as any action taken or situation created that would be reasonably deemed to produce psychological or physical discomfort, embarrassment or humiliation for others. Harassment is characterized by requests for sexual contact, unwelcome physical advances, or conduct-verbal or physical- of a nature that is intimidating, demeaning, hostile, offensive, or potentially dangerous to self or others).
7. No congregating in the elevator lobby and stairwells, blocking the public entrance or impeding access to library resources.
8. Shirts and shoes must be worn in the library.
9. The library reserves the right to awaken a sleeping person.
10. Bicycles, roller blades, skateboards, scooters or similar equipment may not be used in the building, on ramps, or in the parking lot. Bicycles should be left in the racks outside the building. No running in the building.
11. Assistance animals are welcome. No other animals are permitted.
12. Patrons are responsible for their personal property. Please do not leave items unattended.
13. No entering areas posted "Staff only" or non-public or locked areas without permission.

14. Permission must be obtained from the Director or his/her designee prior to taking photos or video in the library.
15. No unauthorized soliciting or selling to library patrons.
16. Patrons must exit the building by closing time.
17. The public address system is not to be used to summon patrons except in emergency situations as determined by library staff.
18. The library reserves the right to inspect any bags or parcels.
19. Theft, vandalism or mutilation of library property or materials is punishable by law. (MA General Laws. Chapter 226, Sections 99A-100 – See below).
20. Material and equipment in the library are for patron and staff use. Any damage done to the material, equipment, furniture, building or property of the library is against the law and will be reported to the police.
21. Other rules of conduct as described in specific library policies will be enforced, e.g. Computer and Internet Use, Children's Room and Young Adult Area.
22. Conduct that violates municipal, state or federal law or regulations is prohibited.

Please cooperate with library staff who must interpret and apply these policies and regulations. Your cooperation will help promote excellence in library service for everyone.

Enforcement of these rules will be conducted in a fair and reasonable manner. Failure to comply with the library's established rules, regulations and policies could result in removal from the premises and expulsion from the library for a period of one day to one year, or in arrest or prosecution. Violations could also result in the restriction and/or termination of library privileges, including the use of Library computers and other equipment.

#### **Basis in Law**

Massachusetts General Laws Annotated

Effective September 6, 1990, the theft, vandalism or mutilation of library property is a violation of Chapter 266, Sections 99a & 100 of the Massachusetts General Laws and is punishable by fines and imprisonment.

#### **CHAPTER 266, SECTION 99 Libraries: Definitions**

**CHAPTER 266, SECTION 99A Libraries: Theft of materials or property: Destruction of records.**

#### **CHAPTER 272, SECTION 41 Disturbance of libraries**

Whoever willfully disturbs persons assembled in a public library or reading room connected therewith, by making noise or in any manner during the time when such library or reading room is open to the public shall be punished as provided in the preceding section.

#### **CHAPTER 272, SECTION 40**

...shall be punished by imprisonment for not more than one month or by a fine of not more than fifty dollars; provided, however, that whoever, within one year after being twice convicted of a violation of this section, again violated the provision of this section, shall be

punished by imprisonment for one month, and the sentence imposing such imprisonment shall not be suspended.

Approved by the Board of Trustees, February 11, 1997. Amended March 10, 1998; December 14 2004; June 15, 2010; August 11, 2015.